

Transportation Interim Committee May 19, 2022



April '22 Vehicle Services Stats

Transaction	April '21	April '22	Variance
Approved Titles	47.040	47,559	
Replacement Titles	2,864	1,966	519 898
Counter Customers	2,004	476	030
T&R / Dealer Title Only	1,838	1.025	813
Add Liens	1,481	1,154	327
Release Liens	3,657	4,511	854
Salvage	792	287	505
Escrow	4,250	3.999	251
Email Business	4,230	3,999	201
Partners	501*	4589*	NA
Dealer Visits	3	4	1
VIN Inspections		228	
Total VSB Transactions	62,426	65,798	3372



Vehicle Services Updates

- Aluminum Shortage
 - Making progress with vinyl
- Dealer Title Only (DTO)
- Staffing



2022 Driver Services Stats

Customer Surveys	Jan – Mar '22	Jan – Apr '22
Office Appearance	4.26	3.95
MVD Staff Appearance	4.10	4.05
Wait Time for Appt	4.03	4.02
Friendliness	4.50	4.37
Knowledge	4.44	4.46
Overall	4.26	4.18

"I was nervous because of the experiences I've had in the past, but it was downright pleasant."



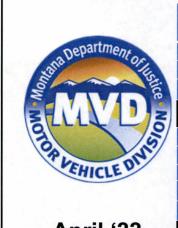
April '22 Driver Services Stats

Customers Served	Jan - Apr '21	Jan - Apr ' 22	Variance
Eastern Region	16,820	17,093	273
Central Region	20,052	22,279	2,227
Northern Region	14,339	14,911	572
Western Region	20,556	22,824	2,268
Total Driver Services Customers	71,767	77,107	5,340



Driver Services Updates

- Call Center
 - · Fully staffed
 - Average Wait Time 12 minutes
- Exam Stations
 - · Days out
 - Renewal 36
 - Road Test 38
 - · Written Test 37
 - · Virginia City opening June 17
 - Philipsburg one additional day per week
 - Mobile Unit
 - Bozeman and Missoula 228 customers
 - · Anaconda May 18 & 19
 - Ennis June 6 10
 - · Billings Fair August
 - · Bozeman September



April '22 Authorized Agent Stats

	April '21	April '22	
Authorized Agents	Transactions	Transactions	Variance
Billings	5948	5543	405
Bozeman	0	1796	
Missoula	43	3851	3808
Total MVDE Transactions	5991	11190	5199
Billings	39	133	
Bozeman	214	271	
Helena	130	137	
Kalispell	154	416	
Missoula	319	301	18
Total AAA Transactions	856	1258	402
First Student	3	6	
Helena College	0	1	
Wilson Logistics	12	6	6
Total CDL Testing Agents	15	13	2
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Total Authorized Agent Transactions	6863	12461	5599



MVD Authorized Agents

- New 3rd party testers
 Highlands College

 - Miles College
 - Missoula College
- Training June 13 17



Merlin Replacement

- Project Milestones
 - Demonstration 4/26/22
 - Contract Negotiations